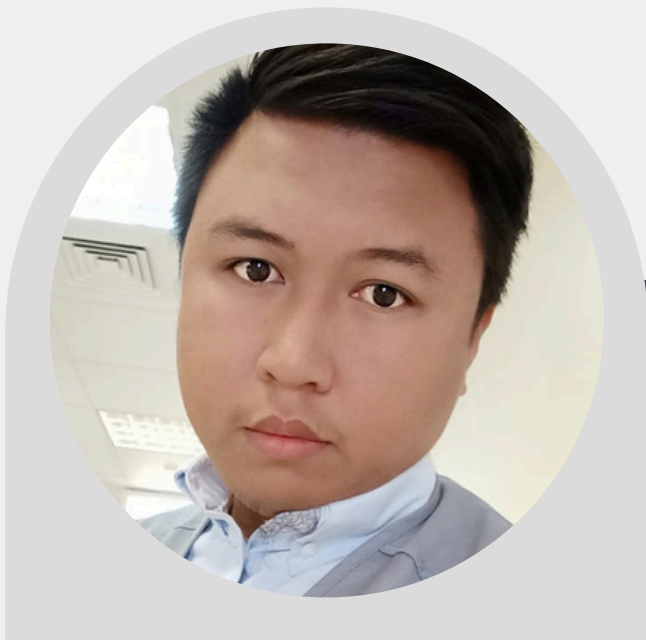


# Patrick Jay Calaguas

Senior Quality Assurance



## Education

2014-2016

- Associate in Computer Technology  
Mabalacat City College  
Dolores, Mabalacat Pampanga

## About Me

I was born and raised in Mabalacat. I am a dedicated and hardworking individual who thrives on challenges and continuous improvement. I believe in the power of persistence and always strive to deliver my best in everything I do.

## Work Experience

Network Management Associate  
Ph Global Jet Express INC | 2020-2024

- Establish quality standards, policies, and procedures to ensure compliance with industry best practices.
- Conduct regular audits and inspections of logistics processes, Identify areas of non-compliance and implement corrective actions.
- Investigate quality issues and perform root cause analysis to identify underlying problems.
- Provide training and guidance to logistics staff on quality assurance practices and standards
- Maintain accurate and up-to-date documentation of quality assurance activities, findings, and corrective actions
- Address customer complaints and quality-related issues promptly and effectively. Implement measures to enhance customer satisfaction and ensure high-quality service delivery.

## Expertise Skill

- Technical Proficiency
- Data Entry
- Data Management
- Record Keeping
- Analytical Skills
- Attention to Detail

## Contact Me

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- 🏠 241 Purok 3 Mawaque  
Mabalacat Pampanga



## Document Controller

Doosan INC | 2019-2020

- Copy, scan and store documents
- Review and update technical documents (e.g. manuals and workflows)
- File documents in physical and digital records
- Manage the flow of documentation within the organization
- Maintain confidentiality around sensitive information and terms of agreement
- Create templates for future use
- Distribute project-related copies to internal teams